

INTEGRATION PLATFORM FOR MULTI-NETWORK INTEGRATION OF SERVICE PLATFORMS

ABSTRACT

Implementations are directed to integrating a computer-executed service platform with multiple channels, and include actions of providing a transition layer as an application executed on a client-side device, which receives input from a channel of the multiple channels, and providing a unified input that is in a unified format for processing by the service platform, receiving, by the service platform, the unified input, identifying, by the service platform, a set of actions based on the unified input, the set of actions including to be executed by one or more back-end services, providing a service layer including a plurality of bots, each bot interacting with a back-end service based on an action to receive at least one result from the respective back-end service, receiving result data including data describing the at least one result, and transmitting an output based on the result data through the transition layer of the client-side device.

[Fig. 2]